



## **Hospital Elder Life Program ORIENTATION QUIZ**

**(Includes information from all onboarding materials)**

1. What does HELP stand for?
  - a. Hospital Elderly Program
  - b. Hospital Elder Life Program
  - c. Hospital Older Adult Program
  - d. I CAN'T GET UP!
2. What is the mission of HELP?
  - a. To prevent the onset of delirium in patients 70 and older.
  - b. A program that targets preventing cognitive and functional decline in older hospitalized patients by providing specific interventions in cognitive orientation (stimulating the mind), therapeutic activities (stimulating the mind), hearing and vision, mobilization (moving), sleeping well, and feeding assistance (if trained).
  - c. To be sitters for patients who are already confused.
  - d. Both a & b
3. What is delirium?
  - a. Another term for dementia
  - b. Another term for Alzheimer's
  - c. The acute onset of confusion
  - d. Depression
4. What are the six main areas that HELP targets to help prevent delirium?
  - a. Homesickness, forgetfulness, wound care, dementia, mobility and families
  - b. Pain, toileting, hearing, vision, discharge information and fitness
  - c. Mental stimulation, families, mobility, wound care, pain and hydration
  - d. Mental stimulation, mobility, sleeping well, seeing and hearing, hydration and nutrition
5. When you enter a patient's room, using your orienting communication, you should do the following:
  - a. Introduce yourself by name and purpose.  
("Good morning Mrs. Smith, my name is Autumn. I'm a volunteer here at West Penn Hospital...")
  - b. Introduce and explain the program by name.  
("...I'm with the Hospital Elder Life Program. It's a program designed to assist patients during hospitalization.")
  - c. Speak clearly and loudly so the patient can hear you.
  - d. Make clear eye contact with the patient.
  - e. All of the above
6. As part of setting up a communicative atmosphere, volunteers should ensure that, when possible, patients' glasses are clean and worn and hearing devices are being used:
  - a. True
  - b. False



7. What is the minimum standard of adherence for the daily orientation protocol?
  - a. 1 x per day for a patient with no cognitive impairment
  - b. 3 x per day all day, every day
  - c. 2 x per day for a patient with cognitive impairment
  - d. Both A & C
  
8. What is the minimum standard of adherence for the feeding assistance protocol if assigned?
  - a. 2 x a day
  - b. 1 x a day
  - c. 3 x a day
  - d. 0 x a day
  
9. What is the minimum standard of adherence for the mobility protocol if assigned?
  - a. 1 x a day
  - b. 2 x a day
  - c. Only PT does mobility, so none
  - d. 3 x a day
  
10. What is the minimum standard of adherence for the therapeutic activities protocol?
  - a. 3 x a day
  - b. 2 x a day
  - c. 1 x a day
  - d. 4 x a day
  
11. What is the minimum standard of adherence for the sleep protocol if assigned?
  - a. 3 x a day
  - b. 1 x a day
  - c. 2 x a day
  - d. 4 x a day
  
12. What is the minimum standard of adherence for the hearing protocol if assigned?
  - a. 2 x a day
  - b. 3 x a day
  - c. 1 x a day
  - d. Everyone gets an amplifier
  
13. What is the minimum standard of adherence for the vision protocol if assigned?
  - a. 0 x a day
  - b. 1 x a day
  - c. 2 x a day
  - d. 3 x a day

14. If you can't complete the minimum standard for the assigned protocol, what should you do?
  - a. Notate in writing on the patient's charting log why you were unable to complete the protocol as assigned, and verbally tell a HELP staff member if possible
  - b. Nothing because you didn't have time
  - c. Verbally tell someone
  - d. Panic
15. What part of the orientation board need to be updated?
  - a. Date and today's goals
  - b. Diet orders
  - c. Assistive devices and questions
  - d. Both A and C
16. Turning on and off lights, opening blinds, helping charge devices, adjusting and cleaning trays are all examples of what?
  - a. Assisting patients with practical matters
  - b. Being a hero
  - c. Activities of daily living
  - d. Delirium assessment
17. What kind of feeding assistance would be categorized under removing food covers, unwrapping utensils, opening cartons and putting straws in drinks?
  - a. Full feed
  - b. Set-up
  - c. Partial feed
  - d. Companionship and encouragement
18. What could a patient have when they are on a "Clear Liquid diet?"
  - a. Cranberry juice, grape juice, tea, ginger ale, popsicle, anything "see-through"
  - b. Pudding, milk, apple sauce
  - c. Nothing
  - d. Milk shake, orange juice, coffee with creamer, ice cream
19. If a patient is on fluid restrictions or strict I&O you should always check with nurse:
  - a. True
  - b. False
20. What are a few things you can do help create a mealtime environment?
  - a. Wash hand and wear gloves
  - b. Adjust height of the tray
  - c. Encourage patient to sit upright
  - d. Encourage patient to wear glasses and dentures
  - e. All of the above



21. What is the number one rule while doing exercises with patients?
  - a. Keep going!
  - b. All about the GAINS baby!
  - c. IF IT DOESN'T FEEL RIGHT, DON'T DO IT!!!
  
22. What are some benefits to the early mobilization program?
  - a. To keep older patients physically moving while they are in the hospital
  - b. To prevent help medical complications like pneumonia and blood clots
  - c. To see how well a patient can move
  - d. Both A and B
  
23. "Stomp on a bug" is a way to make which exercise feel like an everyday movement?
  - a. Bicep curls
  - b. Seated March
  - c. Ankle Pumps
  - d. Scapular retractions
  
24. What are some ways to describe the ankle pump exercise?
  - a. Shaking your lower leg
  - b. Steadily point and flex your foot
  - c. Step on the gas
  - d. Both B and C
  
25. Which of the following should you report to the nurse if the patient complains about them?
  - a. Chest tightness
  - b. Nausea
  - c. Dizziness
  - d. Shortness of breath
  - e. Sudden perspiring
  - f. Increased discomfort
  - g. Increased or worsening confusion
  - h. All of the above
  
26. What are the different types of conversations you can have with a patient?
  - a. Current events, movies and food
  - b. Current events, trivia and reminiscing
  - c. Trivia, games and songs
  - d. Reminiscing, politics and religion
  
27. Using open ended questions, closed ended questions and active listening will help to promote good conversation:
  - a. True
  - b. False

28. Positive signs for delirium according to the CAM must include the following:
- a. Acute onset with a fluctuating course and inattention + disorganized thinking OR altered level of consciousness
  - b. General forgetfulness
  - c. Knowing where they are and who they are, but not the date
  - d. All of the above
29. If a patient door is closed, a HELP volunteer should:
- a. Knock
  - b. Open door
  - c. Introduce self
  - d. All of the above
30. If a patient is sleeping:
- a. Do not wake them, they need the rest.
  - b. Attempt to wake them by gently saying their name or touching their shoulder.
  - c. A great cause of delirium is a disrupted sleep/wake cycle. We do not want the patients sleeping all day and up all night. This is why we have to try to wake them.
  - d. Check with the nursing staff if you are unable to arouse the patient after two separate attempts; it is possible they had new medication or just returned from a procedure.
  - e. b, c, & d are all correct.
31. If a patient has visitors:
- a. There is no need to visit with them and you can skip that patient
  - b. Greet the patient and their visitor(s) and explain who you are
  - c. Visitors can give extra insight to the patient and their condition
  - d. Visitors are unhelpful and you shouldn't bother them
  - e. B & C are correct
32. If there is an emergency you can pick up an hospital phone and dial 1111
- a. True
  - b. False
33. We DO NOT see patients that have the following **isolation** status:
- a. Droplet
  - b. Airborne
  - c. Neutropenic
  - d. All of the above
34. What is the key point for documentation?
- a. If it is not written down, it did not happen
  - b. Writing things down make it believable
  - c. Documenting is fun
  - d. You can't always find the right words to explain



35. As a volunteer, I must always follow the rules of HIPAA and the hospital by:
- a. Keep patient specific information out of the public view
  - b. Must not take protected health info home (HELP Patient List) but discard all confidential info in shredder bins
  - c. Wear ID badge visibly above the waist at all times
  - d. All of the above
36. Which of the following are not permitted in the volunteer dress code?
- a. Jeans
  - b. Sleeveless shirts
  - c. Open-toed shoes
  - d. Sweat pants
  - e. All of the above

HELP Orientation Quiz Completion and Review:

\_\_\_\_\_  
(Volunteer Signature)

\_\_\_\_\_  
(Date)

Quiz reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Score: \_\_\_\_\_